

IN THE CLAIMS

1. – 35. (Cancelled)

36. **(currently amended)** A computer telephony integration client unit for transmitting computer telephony integration control request information for use in requesting computer telephony integration control to a computer telephony integration server unit, comprising:

computer telephony integration control request information editing means for editing the computer telephony integration control request information; and

communications control means for communicating with the computer telephony integration server unit through a computer network the computer telephony integration control request information and information relating to the computer telephony integration control request information for controlling communications, through a communications network, between a first telephony device associated with the computer telephony integration client unit and a second telephony device associated with the computer telephony integration server unit.

37. (Original) The system according to claim 36, wherein

said computer telephony integration control request information contains information specifying issue/non-issue of a result notification and information specifying a monitor time; and when information specifying issue of the result notification is set in the computer telephony integration control request information, said computer telephony integration server unit returns a notification as to whether or not the computer telephony integration control has been successfully performed within the monitor time set in the computer telephony integration control request information.

38. (previously presented) The system according to claim 36, wherein
said computer telephony integration control refers to two-point connection control to connect a source terminal unit capable of releasing a call from an exchange unit to a destination terminal unit.

39. (Original) The system according to claim 38, wherein
said two-point connection control is periodically performed until the destination terminal unit answers.

40. (Original) The system according to claim 38, wherein
said two-point connection control is performed upon receipt of a call release notification indicating that the destination terminal unit is ready.

41. (previously presented) The system according to claim 36, wherein
a source terminal unit and a destination terminal unit communicate with each other through an exchange unit and a switching network to which the exchange unit is connected.

42. (previously presented) The system according to claim 36, wherein
a source terminal unit and a destination terminal unit are connected to an exchange unit and communicate with each other through an extension network controlled by the exchange unit.

43. (previously presented) An exchange unit used in the computer telephony integration control system according to claim 36.

44. (Withdrawn) An additional connection server unit for receiving additional connection request information from a client unit for use in requesting an additional connection to communications which have already been connected, and controlling a connection of an exchange line terminated by an exchange unit according to the additional connection request information, comprising:

extension termination means for terminating two or more extensions connected to said exchange unit; and

additional connection control means for receiving the additional connection request information from said client unit through a computer network, instructing the exchange unit to connect according to the additional connection request information an optional first extension in the extensions during the communications being connected, instructing the exchange unit to connect a second extension which is another optional extension of the extensions to a terminal unit specified according to the additional connection request information, and instructing said extension termination means to connect the first and second extensions.

45. (Withdrawn) An interruptive connection server unit for receiving interruptive connection request information from a client unit for use in requesting an interruptive connection to communications which have already been connected, and controlling a connection of an exchange line terminated by an exchange unit according to the interruptive connection request information, comprising:

extension termination means for terminating two or more extensions connected to said exchange unit; and

interruptive connection control means for receiving the interruptive connection request information from said client unit through a computer network, instructing the exchange unit to connect according to the interruptive connection request information an optional first extension in the extensions to the communications being connected, instructing the exchange unit to hold one of communicating terminal units, instructing the exchange unit to connect a second extension which is another optional extension of the extensions to a terminal unit specified according to the interruptive connection request information, and instructing said extension termination means to connect the first and second extensions.

46. (Withdrawn) A transfer control server unit for receiving transfer control request information for use in requesting an entry or release of a call from a client unit to an optional destination terminal unit, and controlling a connection of an exchange line terminated by an exchange unit according to the transfer control request information, comprising:

extension termination means for terminating two or more extensions connected to said exchange unit; and

transfer connection control means for entering or releasing transfer control information for the optional destination terminal unit according to the transfer control request information when the transfer control request information is received from said client unit through a computer network, instructing the exchange unit according to the transfer control request information to output a destination specification request for requesting the specification of a destination when a call is issued to the optional destination terminal unit, instructing the

exchange unit to specify a first extension in the extensions as the call destination unit when the destination specification request is output from the exchange unit, instructing the exchange unit to connect a second extension which is another optional extension of the extensions to a terminal unit specified according to the transfer connection request information, and instructing said extension termination means to connect the first and second extensions.

47. (Withdrawn) A computer telephony integration control system for performing computer telephony integration control to control a connection of an exchange circuit terminated by an exchange unit, comprising:

a computer telephony integration client unit for transmitting electronic mail including exchange information for use in requesting the computer telephony integration control; and a computer telephony integration server unit, connected to a computer network accessible by said computer telephony integration client unit, for receiving the electronic mail including the exchange information from said computer telephony integration client unit, and performing the computer telephony integration control on the exchange unit according to the exchange information included in the electronic mail.

48. (Withdrawn) The system according to claim 47, wherein said computer telephony integration server unit comprises:

first communications control means for communicating the electronic mail including the exchange information with said computer telephony integration client unit through the computer network;

computer telephony integration control execution means for receiving the electronic mail including the exchange information from said computer telephony integration client unit through the computer network and said first communications control means, generating exchange request information for use in requesting the exchange unit to perform the computer telephony integration control according to the exchange information included in the electronic mail, and performing the computer telephony integration control on the exchange unit based on the generated information; and

exchange-unit communications means for communicating with the exchange unit the exchange request information transmitted by said computer telephony integration control execution means and information relating to the exchange request information.

49. (Withdrawn) The system according to claim 47, wherein

said computer telephony integration client unit comprises:

electronic mail editing means for editing electronic mail including exchange information for use in requesting the computer telephony integration control; and

second communications control means for communicating the electronic mail including the exchange information with said computer telephony integration server unit through the computer network.

50. (Withdrawn) The system according to claim 47, wherein

said exchange information contains information specifying issue/non-issue of a result notification and information specifying a monitor time; and

when information specifying issue of the result notification is set in the exchange information, said computer telephony integration server unit returns a notification as to whether or not the computer telephony integration control has been successfully performed within the monitor time set in the exchange information.

51. (Withdrawn) The system according to claim 47, further comprising:

selection means for selecting, as an execution trigger for the computer telephony integration control according to exchange information contained in the electronic mail, either a user reception time at which the electronic mail is received by a user at a destination electronic mail address contained in the electronic mail, or a system recognition time at which the electronic mail is received by said computer telephony integration server unit, wherein

when said selection means selects the user reception time, said computer telephony integration server unit delivers the electronic mail to a mailbox of a user at a destination electronic mail address contained in electronic mail upon receipt of the electronic mail containing the exchange information from said computer telephony integration client unit, and performs the computer telephony integration control on the exchange unit according to the exchange information contained in the electronic mail when the user receives the electronic mail; and

when said selection means selects the system recognition time, said computer telephony integration server unit performs the computer telephony integration control on the exchange unit according to the exchange information contained in the electronic mail upon receipt of the electronic mail containing the exchange information from said computer telephony integration client unit.

52. (Withdrawn) The system according to claim 47, wherein

said electronic mail can contain message information about one or more media other than the exchange information; and

said computer telephony integration server unit further comprises one or more media control means for processing a message of each medium contained in the electronic mail.

53. (Withdrawn) The system according to claim 52, wherein

said electronic mail can contain scenario information specifying a process timing and process type of the exchange information and the message information about one or more media contained in the electronic mail; and

said computer telephony integration server unit processes the exchange information and the message information about one or more media contained in the electronic mail according to the scenario information contained in the electronic mail.

54. (Withdrawn) The system according to claim 47, wherein

said computer telephony integration server unit further comprises process timing control means for controlling a process timing of the electronic mail.

55. (Withdrawn) The system according to claim 47, wherein

said computer telephony integration control refers to two-point connection control to connect a source terminal unit capable of issuing a call from the exchange unit to a destination terminal unit.

56. (Withdrawn) The system according to claim 55, wherein said two-point connection control is periodically performed until the destination terminal unit answers.

57. (Withdrawn) The system according to claim 55, wherein said two-point connection control is performed upon receipt of a call release notification indicating that the destination terminal unit is ready.

58. (Withdrawn) The system according to claim 47, wherein said source terminal unit and said destination terminal unit communicate with each other through the exchange unit and a switching network to which the exchange unit is connected.

59. (Withdrawn) The system according to claim 47, wherein said source terminal unit and said destination terminal unit are connected to the exchange unit and communicate with each other through an extension network controlled by the exchange unit.

60. (Withdrawn) The exchange unit used in the computer telephony integration control system according to claim 47.

61. (Withdrawn) A computer telephony integration control system for performing computer telephony integration control to control a connection of an exchange circuit terminated by an exchange unit, comprising:

a computer telephony integration client unit for transmitting electronic mail including exchange information for use in requesting the computer telephony integration control; and

a computer telephony integration server unit, connected to a computer network accessible by said computer telephony integration client unit, for receiving the electronic mail including the exchange information from said computer telephony integration client unit in an area under control of said computer telephony integration server unit, performing the computer telephony integration control on the exchange unit according to the exchange information included in the electronic mail when the electronic mail is to be processed by said computer telephony integration server unit, and transferring the electronic mail to another computer telephony integration server unit which is to process the electronic mail when the computer telephony integration control request information is not to be processed by said computer telephony integration server unit.

62. (Withdrawn) The system according to claim 61, further comprising:

a destination database unit for storing host address information of the computer telephony integration server unit in the computer network for each destination electronic mail address to process the electronic mail having the destination electronic mail address, wherein

when the electronic mail is not to be processed by said computer telephony integration server unit, said computer telephony integration server unit obtains host address information of another computer telephony integration server unit to process the electronic mail by accessing said destination database unit based on the destination electronic mail address contained in the electronic mail, and transmits the electronic mail using the host address information as a destination address.

63. (Withdrawn) The system according to claim 62, wherein

said computer telephony integration server unit comprises:

first communications control means for communicating the electronic mail including the exchange information with said computer telephony integration client unit through the computer network;

computer telephony integration control execution means for receiving the electronic mail including the exchange information from said computer telephony integration client unit through the computer network and said first communications control means, generating exchange request information for use in requesting the exchange unit to perform the computer telephony integration control according to the exchange information included in the electronic mail, and performing the computer telephony integration control on the exchange unit based on the generated information; and

exchange-unit communications means for communicating with the exchange unit the exchange request information transmitted by said computer telephony integration control execution means and information relating to the exchange request information.

64. (Withdrawn) The system according to 62, wherein

said computer telephony integration client unit comprises:

electronic mail editing means for editing electronic mail including exchange information for use in requesting the computer telephony integration control; and

second communications control means for communicating the electronic mail including the exchange information with said computer telephony integration server unit through the computer network.

65. (Withdrawn) The system according to claim 62, wherein said exchange information contains information specifying issue/non-issue of a result notification and information specifying a monitor time; and when information specifying issue of the result notification is set in the exchange information, said computer telephony integration server unit returns a notification as to whether or not the computer telephony integration control has been successfully performed within the monitor time set in the exchange information.

66. (Withdrawn) The system according to claim 62, further comprising: selection means for selecting, as an execution trigger for the computer telephony integration control according to exchange information contained in the electronic mail, either a user reception time at which the electronic mail is received by a user at a destination electronic mail address contained in the electronic mail, or a system recognition time at which the electronic mail is received by said computer telephony integration server unit, wherein when said selection means selects the user reception time, said computer telephony integration server unit delivers the electronic mail to a mailbox of a user at a destination electronic mail address contained in electronic mail upon receipt of the electronic mail containing the exchange information from said computer telephony integration client unit, and performs the computer

telephony integration control on the exchange unit according to the exchange information

contained in the electronic mail when the user receives the electronic mail; and

when said selection means selects the system recognition time, said computer telephony integration server unit performs the computer telephony integration control on the exchange unit according to the exchange information contained in the electronic mail upon receipt of the electronic mail containing the exchange information from said computer telephony integration client unit.

67. (Withdrawn) The system according to claim 62, wherein

said electronic mail can contain message information about one or more media other than the exchange information; and

said computer telephony integration server unit further comprises one or more media control means for processing a message of each medium contained in the electronic mail.

68. (Withdrawn) The system according to claim 67, wherein

said electronic mail can contain scenario information specifying a process timing and process type of the exchange information and the message information about one or more media contained in the electronic mail; and

said computer telephony integration server unit processes the exchange information and the message information about one or more media contained in the electronic mail according to the scenario information contained in the electronic mail.

69. (Withdrawn) The system according to claim 62, wherein

said computer telephony integration server unit further comprises process timing control means for controlling a process timing of the electronic mail.

70. (Withdrawn) The system according to claim 62, wherein
said computer telephony integration control refers to two-point connection control to connect a source terminal unit capable of issuing a call from the exchange unit to a destination terminal unit.

71. (Withdrawn) The system according to claim 70, wherein
said two-point connection control is periodically performed until the destination terminal unit answers.

72. (Withdrawn) The system according to claim 70, wherein
said two-point connection control is performed upon receipt of a call release notification indicating that the destination terminal unit is ready.

73. (Withdrawn) The system according to claim 62, wherein
said source terminal unit and said destination terminal unit communicate with each other through the exchange unit and a switching network to which the exchange unit is connected.

74. (Withdrawn) The system according to claim 62, wherein

said source terminal unit and said destination terminal unit are connected to the exchange unit and communicate with each other through an extension network controlled by the exchange unit.

75. (Withdrawn) The exchange unit used in the computer telephony integration control system according to claim 62.

76. (Withdrawn) A computer telephony integration server unit for receiving exchange information from a computer telephony integration client unit, and performing computer telephony integration control to control a connection of an exchange circuit which terminates an exchange unit according to the exchange information, comprising:

first communications control means for communicating electronic mail containing the exchange information with said computer telephony integration client unit through a computer network;

computer telephony integration control execution means for receiving the electronic mail containing the exchange information from said computer telephony integration client unit through the computer network and said first communications control means, generating exchange request information for use in requesting the exchange unit to perform the computer telephony integration control according to the exchange information contained in the electronic mail, and performing the computer telephony integration control on the exchange unit based on the generated information; and

exchange-unit communications means for communicating with the exchange unit the exchange request information transmitted by said computer telephony integration control execution means and information relating to the exchange request information.

77. (Withdrawn) The system according to claim 76, wherein said exchange information contains information specifying issue/non-issue of a result notification and information specifying a monitor time; and when information specifying issue of the result notification is set in the exchange information, said computer telephony integration server unit returns a notification as to whether or not the computer telephony integration control has been successfully performed within the monitor time set in the exchange information.

78. (Withdrawn) The system according to claim 76, further comprising: selection means for selecting, as an execution trigger for the computer telephony integration control according to exchange information contained in the electronic mail, either a user reception time at which the electronic mail is received by a user at a destination electronic mail address contained in the electronic mail, or a system recognition time at which the electronic mail is received by said computer telephony integration server unit, wherein when said selection means selects the user reception time, said computer telephony integration server unit delivers the electronic mail to a mailbox of a user at a destination electronic mail address contained in electronic mail upon receipt of the electronic mail containing the exchange information from said computer telephony integration client unit, and performs the computer telephony integration control on the exchange unit according to the

exchange information contained in the electronic mail when the user receives the electronic mail;

and

when said selection means selects the system recognition time, said computer telephony integration server unit performs the computer telephony integration control on the exchange unit according to the exchange information contained in the electronic mail upon receipt of the electronic mail containing the exchange information from said computer telephony integration client unit.

79. (Withdrawn) The system according to claim 76, wherein

said electronic mail can contain message information about one or more media other than the exchange information; and said computer telephony integration server unit further comprises one or more media control means for processing a message of each medium contained in the electronic mail.

80. (Withdrawn) The system according to claim 79, wherein

said electronic mail can contain scenario information specifying a process timing and process type of the exchange information and the message information about one or more media contained in the electronic mail; and

said computer telephony integration server unit processes the exchange information and the message information about one or more media contained in the electronic mail according to the scenario information contained in the electronic mail.

81. (Withdrawn) The system according to claim 76, wherein

said computer telephony integration server unit further comprises process timing control means for controlling a process timing of the electronic mail.

82. (Withdrawn) The system according to claim 76, wherein
said computer telephony integration control refers to two-point connection control to connect a source terminal unit capable of issuing a call from the exchange unit to a destination terminal unit.

83. (Withdrawn) The system according to claim 82, wherein
said two-point connection control is periodically performed until the destination terminal unit answers.

84. (Withdrawn) The system according to claim 82, wherein
said two-point connection control is performed upon receipt of a call release notification indicating that the destination terminal unit is ready.

85. (Withdrawn) The system according to claim 76, wherein
said source terminal unit and said destination terminal unit communicate with each other through the exchange unit and a switching network to which the exchange unit is connected.

86. (Withdrawn) The system according to claim 76, wherein

said source terminal unit and said destination terminal unit are connected to the exchange unit and communicate with each other through an extension network controlled by the exchange unit.

87. (Withdrawn) The exchange unit used in the computer telephony integration control system according to claim 76.

88. (Withdrawn) A computer telephony integration client unit for transmitting exchange information for use in requesting computer telephony integration control to a computer telephony integration server unit, comprising:

electronic mail editing means for editing the electronic mail containing the exchange information;

communications control means for communicating with the computer telephony integration server unit through a computer network the electronic mail containing the exchange information.

89. (Withdrawn) The system according to claim 88, wherein
said exchange information contains information specifying issue/non-issue of a result notification and information specifying a monitor time; and

when information specifying issue of the result notification is set in the exchange information, said computer telephony integration server unit returns a notification as to whether or not the computer telephony integration control has been successfully performed within the monitor time set in the exchange information.

90. (Withdrawn) The system according to claim 88, further comprising:

selection means for selecting, as an execution trigger for the computer telephony integration control according to exchange information contained in the electronic mail, either a user reception time at which the electronic mail is received by a user at a destination electronic mail address contained in the electronic mail, or a system recognition time at which the electronic mail is received by said computer telephony integration server unit, wherein when said selection means selects the user reception time, said computer telephony integration server unit delivers the electronic mail to a mailbox of a user at a destination electronic mail address contained in electronic mail upon receipt of the electronic mail containing the exchange information from said computer telephony integration client unit, and performs the computer telephony integration control on the exchange unit according to the exchange information contained in the electronic mail when the user receives the electronic mail; and

when said selection means selects the system recognition time, said computer telephony integration server unit performs the computer telephony integration control on the exchange unit according to the exchange information contained in the electronic mail upon receipt of the electronic mail containing the exchange information from said computer telephony integration client unit.

91. (Withdrawn) The system according to claim 88, wherein

said electronic mail can contain message information about one or more media other than the exchange information; and

said computer telephony integration server unit further comprises one or more media control means for processing a message of each medium contained in the electronic mail.

92. (Withdrawn) The system according to claim 91, wherein
said electronic mail can contain scenario information specifying a process timing and process type of the exchange information and the message information about one or more media contained in the electronic mail; and

said computer telephony integration server unit processes the exchange information and the message information about one or more media contained in the electronic mail according to the scenario information contained in the electronic mail.

93. (Withdrawn) The system according to claim 88, wherein
said computer telephony integration server unit further comprises process timing control means for controlling a process timing of the electronic mail.

94. (Withdrawn) The system according to claim 88, wherein
said computer telephony integration control refers to two-point connection control to connect a source terminal unit capable of issuing a call from the exchange unit to a destination terminal unit.

95. (Withdrawn) The system according to claim 94, wherein
said two-point connection control is periodically performed until the destination terminal unit answers.

96. (Withdrawn) The system according to claim 94, wherein
said two-point connection control is performed upon receipt of a call release notification
indicating that the destination terminal unit is ready.

97. (Withdrawn) The system according to claim 88, wherein
said source terminal unit and said destination terminal unit communicate with each other
through the exchange unit and a switching network to which the exchange unit is connected.

98. (Withdrawn) The system according to claim 88, wherein
said source terminal unit and said destination terminal unit are connected to the exchange
unit and communicate with each other through an extension network controlled by the exchange
unit.

99. (Withdrawn) The exchange unit used in the computer telephony integration control
system according to claim 88.

100. (Withdrawn) A computer-readable storage medium used to direct a computer, which
is a computer telephony integration server unit for receiving computer telephony integration
control request information from a computer telephony integration client unit, and performing
computer telephony integration control to control a connection of an exchange circuit which
terminates an exchange unit according to the computer telephony integration control request
information, to perform:

a first communications control function for communicating the computer telephony integration control request information and information relating to the computer telephony integration control request information with said computer telephony integration client unit through a computer network; and

a computer telephony integration control execution function for receiving the computer telephony integration control request information from said computer telephony integration client unit through the computer network and said first communications control function, generating exchange request information for use in requesting the exchange unit to perform the computer telephony integration control according to the computer telephony integration control request information, and performing the computer telephony integration control on the exchange unit based on the generated information; and

an exchange-unit communications function for communicating with the exchange unit the exchange request information transmitted by said computer telephony integration control execution function and information relating to the exchange request information.

101. **(currently amended)** A computer-readable storage medium storing a program for requesting computer telephony integration control to a computer telephony integration server unit, the program causing a computer to execute a process comprising:

editing the computer telephony integration control request information; and

communicating with the computer telephony integration server unit through a computer network the computer telephony integration control request information and information relating to the computer telephony integration control request information for controlling communications, through a communications network, between a first telephony device

associated with the computer telephony integration client unit and a second telephony device

associated with the computer telephony integration server unit.

102. (Withdrawn) A computer readable storage medium used to direct a computer which is an additional connection server unit for receiving additional connection request information for use in requesting an additional connection to communications which have already been connected, and controlling a connection of an exchange line terminated by an exchange unit according to the additional connection request information to perform the functions of:

terminating two or more extensions connected to said exchange unit;

receiving the additional connection request information from said client unit through a computer network;

instructing the exchange unit to connect according to the additional connection request information an optional first extension among the extensions to the communications being connected;

instructing the exchange unit to connect a second extension which is another optional extension among the extensions to a terminal unit specified according to the additional connection request information; and

connecting the first and second extensions in an additional connection server unit.

103. (Withdrawn) A computer readable storage medium used to direct a computer which is an interruptive connection server unit for receiving interruptive connection request information for use in requesting an interruptive connection to communications which have already been

connected, and controlling a connection of an exchange line terminated by an exchange unit

according to the interruptive connection request information to perform the functions of:

terminating two or more extensions connected to said exchange unit;

receiving the interruptive connection request information from said client unit through the computer network;

instructing the exchange unit to connect according to the interruptive connection request information an optional first extension among the extensions to the communications being connected;

instructing the exchange unit to hold one of communicating terminal units;

instructing the exchange unit to connect a second extension which is another optional extension among the extensions to a terminal unit specified according to the interruptive connection request information; and

instructing the extension termination means to connect the first and second extensions.

104. (Withdrawn) A computer readable storage medium used to direct a computer which is a transfer control server unit for receiving transfer control request information for use in requesting an entry or release of a call from a client unit to an optional destination terminal unit, and controlling a connection of an exchange line terminated by an exchange unit according to the transfer control request information to perform the functions of:

terminating two or more extensions connected to said exchange unit;

entering or releasing transfer control information for the optional destination terminal unit according to the transfer control request information when the transfer control request information is received from said client unit through a computer network;

instructing the exchange unit according to the transfer control request information to output a destination specification request for requesting the specification of a destination when a call is issued to the optional destination terminal unit;

instructing the exchange unit to specify an optional first extension among the extensions as the call destination unit when the destination specification request is output from the exchange unit;

instructing the exchange unit to connect a second extension which is another optional extension of the extensions to a terminal unit specified according to the interruptive connection request information; and

instructing said extension termination means to connect the first and second extensions.

105. (Withdrawn) A computer-readable storage medium used to direct a computer, which is a computer telephony integration server unit for receiving exchange information from a computer telephony integration client unit, and performing computer telephony integration control to control a connection of an exchange circuit which terminates an exchange unit according to the exchange information, to perform:

a first communications control function for communicating electronic mail containing the exchange information with said computer telephony integration client unit through a computer network;

a computer telephony integration control execution function for receiving the electronic mail containing the exchange information from said computer telephony integration client unit through the computer network and said first communications control function, generating exchange request information for use in requesting the exchange unit to perform the computer

telephony integration control according to the exchange information contained in the electronic mail, and performing the computer telephony integration control on the exchange unit based on the generated information; and

an exchange-unit communications function for communicating with the exchange unit the exchange request information transmitted by said computer telephony integration control execution function and information relating to the exchange request information.

106. (Withdrawn) A computer-readable storage medium used to direct a computer, which is a computer telephony integration client unit for transmitting exchange information for use in requesting computer telephony integration control to a computer telephony integration server unit, to perform:

an electronic mail editing function for editing the electronic mail containing the exchange information; and

a communications control function for communicating with the computer telephony integration server unit through a computer network the electronic mail containing the exchange information.

107. – 110. (cancelled)